

Frequently Asked Questions

Q: My books are due back at the library. Will I accrue fines while the library is closed?

A: We are encouraging patrons to keep their materials until member libraries reopen. No fines will accrue during the library closure period. Items returned during the closure period will be backdated to the last day the library was open which was Saturday, March 14, 2020.

Q: I have been notified of a hold. Will my items be sent back if the library is closed and I can't retrieve my materials?

A: Hold items will not be sent back while the library is closed. You will be re-notified about your hold materials once the library reopens and you can pick them up then. The checkout period will be reset so you have a normal checkout period.

Q: My PINES library card is expiring during the closure? How can I renew it?

A: Expiration dates for PINES cards set to expire in March and the first part of April have been extended to April 30, 2020. You will be able to check out online materials through RBDigital, Freading, and eSebco Books while the library is closed. You may check your PINES account and place holds online or with the PINES app via your smartphone: <https://pines.georgialibraries.org/news-2017-03-07-app> Please visit the library to renew your card once the library reopens.

Q: When will the library reopen?

A: Out of an abundance of caution and consideration for the safety of our patrons, staff, and volunteers, all member libraries will remain closed until further notice. Please check the Regional System's website for updated information at: <http://www.azalealibraries.org/>

Q: Can I still access the Wi-Fi at the library?

A: Yes, the library has WiFi that extends outside of the building. At most member libraries you can access it 24/7 with no password. Those living in Social Circle must use the **password: library** to access wifi.

Q: How do I access eBooks, eAudiobooks, and digital magazines from home?

A: You may access our online offerings - **RBDigital**, **Freading**, and **Sebco Books** - from our website: <http://www.azalealibraries.org>. You can download apps for each service from the Google or Apple app stores. You may also access eBooks for Pre K-4th grade via **eRead Kids** from this website: <http://georgialibraries.org/eReadKids>. Our Sebco Books collection is a great resource for STEAM learning while schools are closed. RBDigital provides access to hundreds of eBooks, eAudiobooks, and digital magazines for all ages.

Q: Will programs be rescheduled once the library reopens?

A: Yes. Member libraries will work to reschedule or restart all regularly scheduled programs and events once member libraries reopen. We also expect to hold our Summer Reading programs beginning in June 2020. Please check your home library facebook page or the Regional System's website for updated information. We appreciate your patience and understanding during this time of uncertainty.

Q: What's the GALILEO password?

A: Information about how to retrieve the GALILEO password can be found here: <https://help.galileo.usg.edu/faqs/category/passwords>. You may also submit a Get Help form and a member of our library team will assist you: <http://www.azalealibraries.org/gethelp.html>.

Q: How do I use PINES to login to GALILEO?

A: **GALILEO** (Georgi**A** Libr**ary** LE**arning** O**n**line) provides online access to many magazines, journals, and other resources not available on the public web. You can use your PINES account to access this resource. Login to your account by following [these instructions](#). Once logged in, click on the "GALILEO" link at the bottom of the page and you should be directed to GALILEO's start page.

Q: I do not know the password/PIN to my PINES account. How can I get it?

A: You have several options:

1. If this is a brand new card, try entering the last four digits of the phone number on your account.
2. If your account information includes your email address, you may use the [Forgot your password?](#) link on the login screen to reset your password. The system does this in batches, so it may take between 30-60 minutes for you to receive the password reset email.
3. You may submit a Get Help form: <http://www.azalealibraries.org/gethelp.html> to request that library staff reset your password for you. **Please include your full name, home library, email address/contact information, and PINES card number when submitting the form.**

Q: Can I renew my materials online?

A: Yes, you may renew your materials online via your PINES account or contact us via the Get Help form at: <http://www.azalealibraries.org/gethelp.html>. Please note: No fines will be accrued while member libraries are closed.

Click here for information about using the PINES catalog: <https://pines.georgialibraries.org/catalog-help>. **Click here for PINES FAQs:** <https://pines.georgialibraries.org/help-faqs>. **Click here for information about downloading the PINES app:** <https://pines.georgialibraries.org/app>. **Click here for information about logging into GALILEO as a guest user:** <https://www.galileo.usg.edu/guest/>.

Click here to read the Regional System's Official Closure Statement:
http://www.azalealibraries.org/PDFs/regional/Azalea%20Regional%20Library%20System_SOC.pdf

If you need further assistance, please reach out to library staff at: <http://www.azalealibraries.org/gethelp.html>.
When submitting the Get Help form, **please include your full name, home library, PINES card number, and email address/contact information.**